

UATP COVID Goodwill Policy Q & A

- **What is a UATP Card?**

The Universal Air Travel Plan (UATP) is an airline owned payment network accepted by merchant for air, rail, hotel and travel agency payments. Like a credit card, the fifteen-digit card, with an expiry date, can be used as form of payment to purchase tickets or ancillaries in your Air Canada for Business account.

- **How will the UATP COVID Goodwill Policy work?**

Air Canada will issue one prepaid UATP virtual account equating to the value of your fully unused tickets. This UATP virtual card can then be used in the same way as a credit card to purchase future Air Canada (014) tickets.

- **I already have a pre-existing UATP account can the value be added to this account?** Yes, you can enter your current UATP account number as you fill out the *Ticket List UATP* form company information.

- **What dates apply for tickets to qualify?**

Currently as per our goodwill policy tickets issued up to December 31, 2020 for travel between March 1, 2020 - December 30, 2021. This date may change pending any Covid Goodwill updates.

- **What are the steps to apply for the UATP COVID Goodwill program?**

A corporation needs to provide the UATP Credit Arrangement Agreement completed and signed as well as the UATP Ticket List form and send to acforbusiness@aircanada.ca .

- **Can any tickets be submitted for this UATP credit arrangement?**

Details of acceptance are outlined in the UATP Credit Arrangement Agreement. However, as a minimum this applies to Air Canada only itineraries, which include Atlantic JV Codeshare/Interline booked on 014 ticket stock. The following ticket types are excluded:

- partially used or fully used
- partially or fully refunded
- forfeited, revoked or void
- Aeroplan
- Flight Pass

Please note that tickets that have been exchanged will be processed manually.

- **What is the validity of the UATP account?**
The UATP account does not expire. Any residual value will be automatically renewed every 5 years on the original date of issue. An email will be sent to the original email on file with your new expiry date. If your email address changes, please contact acforbusiness@aircanada.ca .
- **Is the full value of the ticket including taxes transferred to the UATP account?** Yes, the full fare credit value will be available on the UATP account.
- **Are there any fees applicable to transfer the value of eligible tickets to a UATP account?**
As part of the COVID Goodwill waiver program there is no change fee or administration fee applied to transfer the value of the tickets to the UATP account. Once new tickets are issued all relevant fees and additional collection would apply to any further changes as per fare rules.
- **Are the credits attached to the passenger names of the submitted tickets?**
No, the full value of the tickets is transferred to the corporation UATP account and the original tickets are revoked and not available.
- **Can the amount on the UATP account be used over multiple booking, or must it be used all at once?**
The amount on the UATP account can be used over multiple bookings for the life of the account.
- **Can the amount on the UATP account be used for ancillary purchases (preferred seating, meal vouchers)?**
The UATP account is used like a credit card for all 014 transactions and would be applicable for ancillary purchases and Flight Passes.
- **Can I submit more than one batch of tickets to submit?**
Yes, every time a batch of eligible tickets is submitted, your company UATP account will be credited. The company UATP account number must be added when filling out the *Ticket List UATP* form.
- **With multiple UATP accounts, is there a way to view and self-manage the remaining balances?**
Yes, after the ticket list is submitted, the UATP account information will be sent to the Air Canada for Business primary contact in a secure manner with information on how to view the account balance and more via a UATP website.
- **What happens if in error the corporation submits non-eligible tickets?**
We will identify if an ineligible ticket has been submitted and an error message will be provided.

- **Will the ancillaries purchased with the E-ticket be credited?**
Yes, we will identify all unused ancillaries associated with the E-ticket and they will be credited to the account.
- **What is the turnaround time of loading value credit to the UATP card?** Once a ticket list form is successfully completed and submitted, it normally takes approximately 6-8 weeks.
- **If there are insufficient funds left in UATP account for the value of the last ticket, can I use another form of payment (FOP) to complete the transaction?**
Multiple FOPs are not currently supported on the Air Canada for Business platform. Please contact the Air Canada for Business dedicated support line 1-888-335-4189.
- **If the corporation uses UATP card as form of payment for a refundable ticket and the passenger chooses to refund does the refund go back to the UATP account?**
Yes, refunds allowable in the fare rule will go back to the original FOP. In this case the UATP account.
- **Can the corporation store the UATP card as a form of payment under their Air Canada for Business company profile?**
Yes, a corporation can store the UATP card and assign it to select travellers as a form of payment for future bookings.